

IP Phone 1140 User Guide



About the IP Phone 1140

The IP Phone 1140 brings voice and data to the desktop by connecting directly to a Local Area Network (LAN) through an Ethernet connection.

When you are logged on to the network, the handset and keypad of the IP Phone operate in the same way as a standard business telephone. You can access additional services and features through the soft keys.

IP Phone terminal description

The IP Phone 1140 offers these features:

- Six light-emitting diode (LED) indicator lamps
 - message waiting lamp
 - data waiting lamp
 - mute lamp
 - headset lamp
 - handsfree lamp
 - link lamp
- volume control keys
- standard telephone dialpad
- 12 feature keys
- one soft key
- five navigation keys
 - up
 - down
 - left
 - right

- send (located in the middle of the navigation key, this key is mapped to execute the current function of the soft key)
- multifield LCD screen
 - adjustable contrast
 - backlight
- three audio modes
 - handsfree speak and listen
 - headset (autodetect support)
 - handset
- one USB port
 - future support for USB mouse and keyboard
- automatic network configuration
- upgradeable firmware
- wideband audio support

IP Phone 1140 components

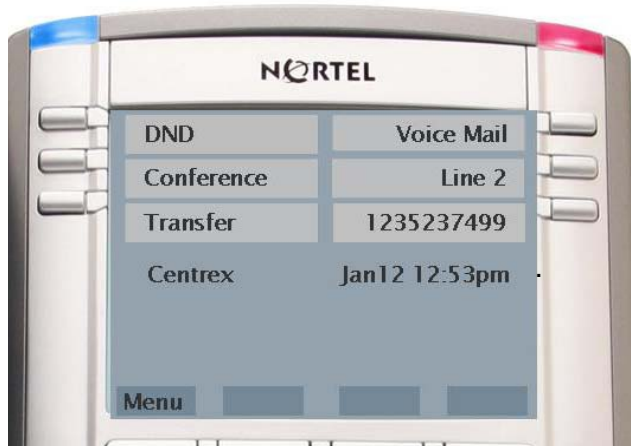


Terminal display

The display on the IP Phone terminal has blue LED backlighting, which you can turn on and off.

The IP Phone 1140 display has three distinct areas:

- The upper area shows line and feature key status.
- The middle area shows single-line information for items such as caller number, caller name, feature prompt strings, user-entered digits, date and time information, and telephone information.
- The lower area displays the labels for the soft keys.

IP Phone 1140 display**Terminal display**

The 1140 feature keys display on the LCD screen.

The feature key functions are: Transfer, Conference, DND, Voicemail, Speed Dial, Inspect, Cell, Charge Code, and the Auto Dial numbers.

Terminal indicators

The IP Phone terminal uses light-emitting diodes (LEDs) of different colors to indicate the current state of the terminal. This table describes each color and its associated state.

A steady indicator means that the extension or feature beside it is active. A flashing indicator means the line is on hold or the feature is in the process of being programmed.

Indicator	LED color	Meaning
Message waiting	Red (located on the top right corner of the set)	Lit when a message is waiting, or a call is missed. The light turns off after you retrieve your message.
Data waiting	Blue (located on the top left corner of the set)	Lit when the terminal is on an active call.
Headset	Red (located on the front, on the headset key)	Lit when the headset is in use.
Handsfree	Red (located on the front, on the handsfree key)	Lit when the handsfree mode is active.

Indicator	LED color	Meaning
Mute	Red (located on the front, on the mute key)	Lit when the mute feature is active. The system administrator can configure the mute lamp to be steady on or blinking. Page 5
Link/Data	Green (located on the back cover near the network Ethernet jack)	Lit when the link is alive and flashes to indicate activity.

IP Phone 1140 Menu Systems

Use the up or down arrow on the navigation key to scroll to items. Labels appear next to the soft keys, in response to items selected on screen.

Logging On & Logging Off

Use this item to log in and out from the IP Phone system.

See "[Logging On](#)" and "[Logging Off](#)".

Display

Use this item to adjust the contrast level of the display.

See "[Adjusting the contrast level of the display](#)".

Feature

Use the Feature menu to access these submenus:

Language

Use the Language item to select the language used in the display.

See "[Selecting the Language](#)".

Time

Use the Time menu to:

- select a time zone
- enable or disable Daylight Saving Time

User

Use the User menu to:

- view your user name
- view your login type
- enable or disable auto login feature
- change your password

See ["Using the User Menu"](#) .

History

Use History menu to:

- reset the Inbox
- reset the Outbox

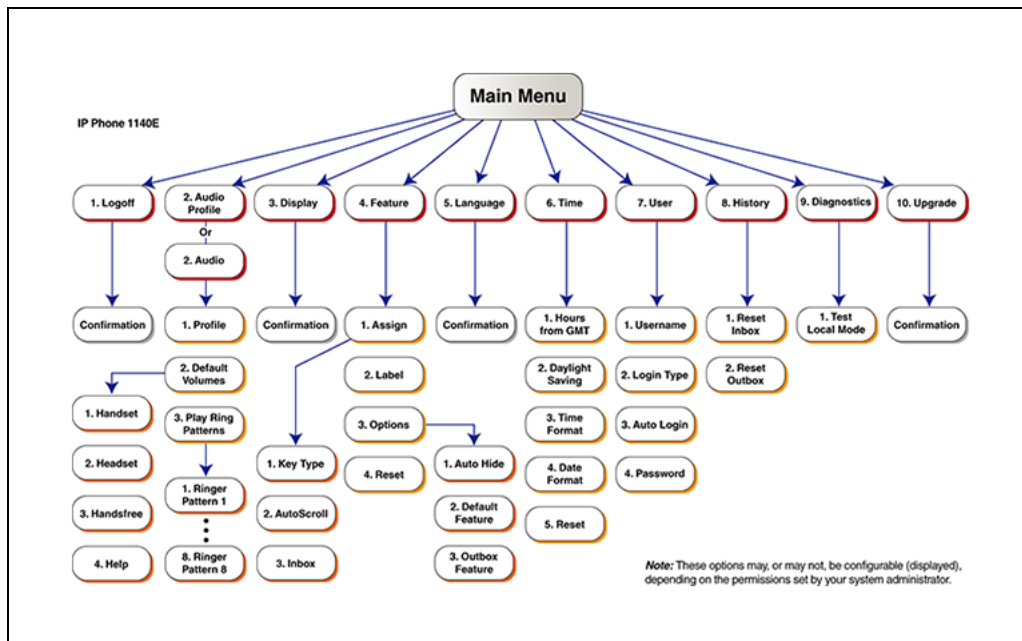
See ["Resetting the Inbox"](#) and ["Resetting the Outbox"](#).

Diagnostics

Use the Diagnostics item to test the local mode.

See ["Testing the Local Mode"](#) .

Menu hierarchy



How to use the navigation keys

The IP Phone terminal has navigation keys that you use to navigate the menus and to help you to enter text in the display.

When the menu system is active, the navigation keys behave this way:

- up—return to the previous menu item
- down—go to the next menu item
- left/right—active when you can enter text. To move the cursor to the left, press the left key. Press the right key to move the cursor to the right.
- send key—located in the middle of the navigation keys, press to select the menu item

Connecting the IP Phone to the LAN



CAUTION

Risk of equipment damage

Do not plug the IP Phone into a regular telephone jack. This causes severe damage to the terminal. Consult your system administrator to ensure that you plug your telephone into a 10/100BaseT Ethernet jack.

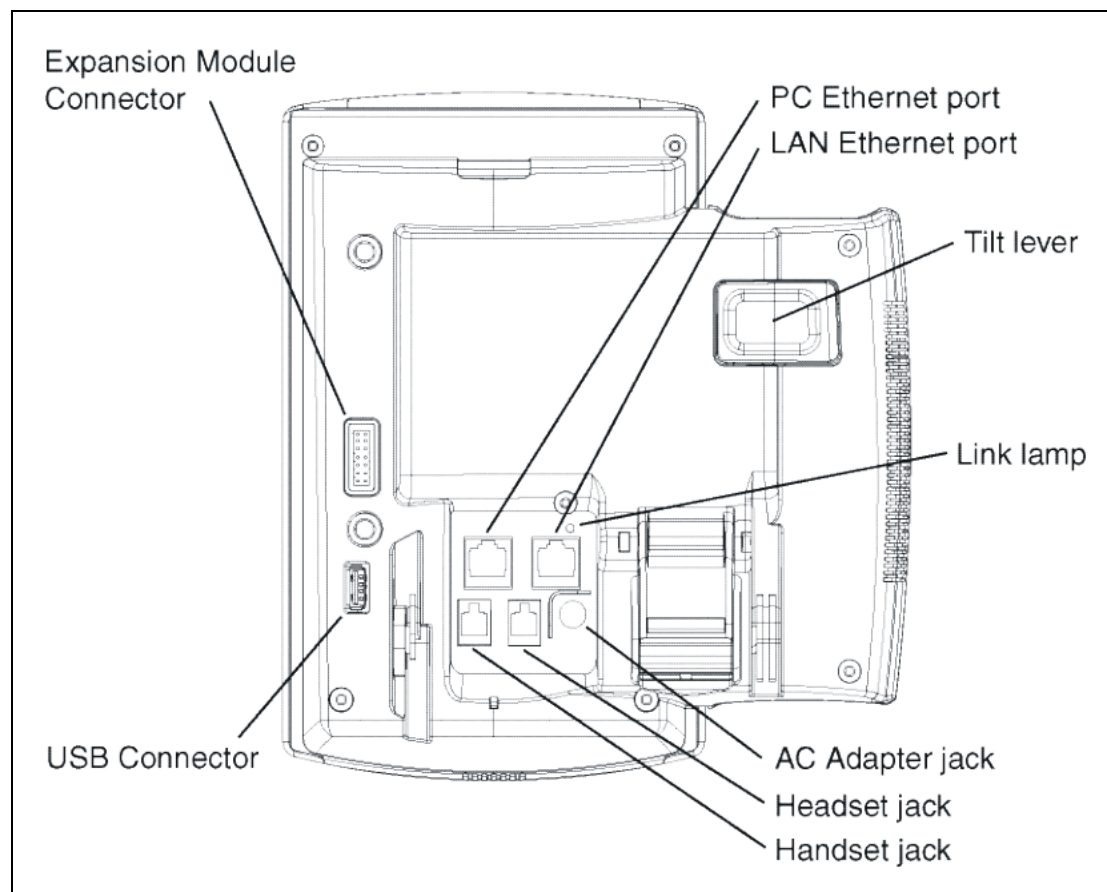
Prerequisites

- IP Phones can be powered by an AC adapter or over a LAN. Contact your insystem administrator to identif the correct power option.
- See "[IP Phone 1140 connectors](#)" for the location of the connectors on the back of the IP Phone.

Step	Action
1	Connect one end of the CAT-5 line cable to the LAN Ethernet port, identified with a LAN icon, located on the underside of the terminal.
2	Connect the other end of the CAT-5 line cable to the IP network jack. <i>For a terminal sharing LAN access with a PC, connect a second CAT-5 line cable to the PC Ethernet port located on the back of the terminal, identified by the PC icon. Connect the other end of the cable to the Ethernet port on the computer.</i>
3	For a secure power connection, thread the cord around the strain relief retaining hook and through the channel on the underside of the terminal.
4	Secure the terminal footstand to the terminal base.

—End—

IP Phone 1140 connectors



Logging On

Step	Action
1	Enter your user name. Press OK .
	Note: If your user name is too long for the display (longer than 15 characters), the digits scroll to the left and an ellipsis appears to the left of the user name.
2	Enter your password. Press OK .
	Note: If you make an error, press the Clear key key to clear the field, and then enter your user name or password again.
	<i>You are logged on and the Menu screen appears.</i>
—End—	

Logging Off

Step	Action
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1	From the main menu, select Logoff .
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2	Press Ok.
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A confirmation screen appears.

3	Confirm the action.
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You are logged off from the network.

—End—

Making Calls

Follow one of these procedures to make a call.

Making a call using off-hook dialing

Step	Action
------	--------

1	Lift the handset from the cradle.
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The primary extension is active and you hear a dial tone.

2	Use the dialpad to enter the number.
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3	When the call is answered, begin speaking.
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—End—

Making a call using handsfree dialing

See ["IP Phone 1140 components"](#) for the location of the handsfree key.

Step	Action
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1	Press a line key.
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A line is selected and you hear a dial tone.

- 2 Use the dialpad to enter the number.
- 3 When the call is answered, begin speaking.
- 4 For privacy, lift the handset.
- 5 To return to handsfree mode, press the handsfree key and place the handset in the cradle.
The handsfree feature is active.

—End—

Making a call using predial

- | Step | Action |
|------|--|
| 1 | Before you press a line key or lift the handset, use the dialpad to enter the number.
<i>The number is entered into the terminal.</i> |
| 2 | When you want to make the call, press Ok .
<i>The number is dialed.</i> |
| 3 | When the call is answered, begin speaking. |

—End—

Editing a predialed number

- | Step | Action |
|------|---|
| 1 | Perform one of these actions. <ul style="list-style-type: none">• To delete numbers that appear to the left of the cursor, press Bkspc .• To delete numbers that appear to the right of the cursor, press Delete . |
| 2 | Use the dialpad to enter the new number. |

—End—

Answering Calls

See "IP Phone 1140 Components" for location of the handsfree and headset keys.

Answering a call

Step	Action
1	Perform one of these actions to answer a call: <ul style="list-style-type: none"> • Lift the handset. • To answer a call using handsfree, press the handsfree key. • To answer a call while wearing a headset, press the headset key.
—End—	

Answering a second call

Follow this procedure to answer a call when you are engaged in a call.

If another call comes in while the primary line is engaged, the phone sounds and a message indicator icon on the display flashes. While the indicator is flashing you have the opportunity to put the first call on hold and answer the second call.

Step	Action
1	Press the hold key to put the active on hold.
2	Press the line key for the second call.
<i>The call is answered.</i>	
—End—	

Ending a Call

See "IP Phone 1140 Components" for the location of the Goodbye key.

Step	Action
1	Perform one of these actions: <ul style="list-style-type: none"> • Return the handset to the cradle. • Press the goodbye key.
<i>The call is ended.</i>	
—End—	

While on an Active Call

Using call hold

Step	Action
1	To put the call on hold, press the hold key. <i>The call is suspended. On the display, an indicator flashes beside the line on which the call is held.</i>
2	To retrieve the call, press the key beside the flashing indicator in the display.
—End—	

Transferring a call

Step	Action
1	During a call, press the key to which the transfer feature is assigned. <i>The call is put on hold and a dial tone sounds. On the display, an indicator flashes beside the line on which the call is held.</i>
2	Use the dialpad to enter the number to which to transfer the call.
3	When that number rings or is answered, press the transfer key again. <i>The call is transferred.</i>
—End—	

Using conference call

If you have the multimedia seat, you can add up to 30 calls to a conference.

Step	Action
1	During a call, press the feature key assigned as the conference key. <i>The call is put on hold and a dial tone sounds. On the display, an indicator flashes beside the line on which the call is held.</i>
2	Dial the number of the person you want to add to the call. <i>At this time, you can talk privately to the person you are adding, to announce the conference.</i>
3	Press the conference key again to merge the calls.
4	Repeat steps 2 and 3, to add more calls to the conference.
5	If you make a mistake dialing, or a party does not want to be included in the conference, press the extension key of the conference call to reconnect to the conference.
6	If you hang up, the other parties will stay connected until they hang up.
—End—	

Using the mute feature

Muting prevents the transmission of sounds through the microphone.

Step	Action
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- | | |
|---|---|
| 1 | During a call, press the mute key. |
| 2 | To turn off the feature, press the mute key again. |

—End—

Using Call Forward

Step	Action
------	--------

- | | |
|---|---|
| 1 | To activate call forward without lifting the handset, press the key to which the forward feature is assigned. |
| 2 | Use the dialpad to enter the number of the extension to which to forward your calls. |
| 3 | Press the forward key again. An icon appears beside the forward key. |
| 4 | To turn off call forward, press the forward key. |

The feature is deactivated and the icon disappears from the display.

—End—

Adjusting the Display Contrast Level

Step	Action
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- | | |
|---|--|
| 1 | From the main menu, select and open Display .
<i>The Contrast screen appears.</i> |
| 2 | Perform one of these actions: <ul style="list-style-type: none">• To decrease the contrast, press the left navigation key.• To increase the contrast, press the right navigation key. |

*The percentage scale on the screen shows the degree of change.
The level decreases or increases each time you press the key.*

- | | |
|---|-------------------|
| 3 | Press Ok . |
|---|-------------------|

The contrast level is saved.

—End—

Using the Features Menu

When you access the Features menu, a numbered list of the features provisioned on each key is displayed. The number displayed indicates the key to which the feature is assigned to your line. Features are assigned by your system administrator, so the features you have available may differ from those described in this User Guide.

Changing the keys to which a feature is associated does not create new functionality.

Note: Defining the key type

Each feature key can be defined in one of two ways: Central or Local. A feature key defined as Central can have a Centrex feature, such as Call Forward, assigned to it. A feature key defined as Local can have a directory entry assigned to it. By default, all feature keys are defined as Central.

Step	Action
1	From the main menu, open the Feature menu. <i>A list of the feature keys and their current assignments appears.</i>
2	Select a key to change. Press Ok .
3	Select Assign and Press Ok . <i>If the key you selected in step 2 is assigned to a Centrex feature, these soft key labels appear: Key Type and Autoscroll.</i> <i>If the selected key is assigned to a local feature, these soft key labels appear: Key Type and Feature.</i>
4	Highlight Key Type and press OK . <i>The Key Type screen appears. A check mark appears beside the type currently assigned to the key.</i>
5	Perform one of these actions: <ul style="list-style-type: none"> • To change Central to Local, select Local. • To change Local to Central, select Central.
6	Press Ok .

Enabling or disabling autoscroll

If autoscroll is enabled, the IP Phone automatically directs you to the screen for the active feature. For example, if your secondary Directory Number (DN) is configured on screen two, and you receive a call to that number, the feature screens scroll to page two. You can answer the call immediately without searching for the screen.

Step	Action
1	From the main menu, highlight the Feature menu and press Ok .
2	Select a Feature and press OK. Highlight Assign and press Ok .
3	From the Assign menu, select AutoScroll . Press Ok .
4	Perform one of these actions: <ul style="list-style-type: none">To enable autoscroll, select Enable. (Recommended)To disable autoscroll, select Disable.
6	Press Ok .
—End—	

Labeling a feature key

Step	Action
1	From the main menu, open the Feature menu. Select a menu item.
2	From the Feature menu, select and open Label .
3	Press Clear to delete the current label if necessary.
4	Use the dialpad to enter the new label.
5	To correct the label, press Bkspc .
6	When you have correctly entered the new label, press Ok .
—End—	

Enabling or disabling auto hide

When you enable the auto hide feature, only those features that are available appear in the display. Feature availability depends on the state of the terminal and administrator settings.

Step	Action
1	From the main menu, open the Feature menu. Select a menu item.
2	Select and open Options .
3	From the Options menu, select and open Auto Hide .
4	Perform one of these actions: <ul style="list-style-type: none">• To enable auto hide, select Enable. (Recommended)• To disable auto hide, select Disable.
5	Press Ok .
—End—	

Selecting the default line key

Step	Action
1	From the main menu, open the Feature menu. Select a menu item.
2	From the Feature menu, select and open Options .
3	From the Options menu, select and open Default Feature . <i>The Default Feature screen appears, showing a list of DN keys.</i>
4	Scroll through the list to select the key that you want to assign as your default line key.
5	Press Ok .
—End—	

Resetting the feature key to the default settings

Step	Action
1	From the main menu, open the Feature menu. Select a menu item.
2	From the Feature menu, select and open Reset . <i>The Reset screen appears.</i>
3	Press Yes .
—End—	

Selecting the Language

Step	Action
1	From the main menu, select and open Language . <i>A list of available languages appears.</i>
2	Scroll through the list and select your preferred language.
3	Press Ok .
—End—	

Using the Time Menu

Setting the time zone

Follow this procedure to select the time zone.

Step	Action
1	From the main menu, open the Time menu.
2	From the Time menu, select and open Hours from GMT .
3	Scroll through the list and select the time zone.
4	Press Ok . <i>The time displayed changes to that of the selected zone.</i>
—End—	

Enabling Daylight Saving Time

Step	Action
1	From the main menu, open the Time menu.
2	From the Time menu, select and open Daylight Saving . <i>The Daylight Saving screen appears.</i>
3	Select On .
4	Press Ok . <i>Daylight Saving Time is enabled. The word On appears with a check mark beside it to indicate the feature is enabled.</i>
—End—	

Disabling Daylight Saving Time

Step	Action
1	From the main menu, open the Time menu.
2	From the Time menu, select and open Daylight Saving .
3	Select Off . <i>Daylight Saving Time is disabled. The word Off appears in the display, with a check mark beside it.</i>
—End—	

Setting the time format

Follow this procedure to set the time format the terminal uses to display the current time. The time format choices are:

- 12-hour clock
- French
- 24-hour clock

Step	Action
1	From the main menu, open the Time menu.
2	From the Time menu, select and open Time Format .
3	Scroll through the Time Format options to select the format you want. <i>A check mark appears beside the format currently in use.</i>
4	To enable a format, select it, and press Ok .
—End—	

Setting the date format

Follow this procedure to set the date format the terminal uses to display the current date. When month (mmm) is selected, the display shows an abbreviated name, Oct for example, and not a number.

The date format choices are:

- ddmmm
- mmmdd
- mm/dd
- dd/mm

Step	Action
1	From the main menu, open the Time menu.
2	From the Time menu, select and open Date Format .
3	Scroll through the Date Format options to select the format you want.
4	To enable a format, select it, and press Ok . <i>A check mark appears beside the option to indicate that it is enabled. The date is displayed in the selected format. You return to the previous screen.</i>
—End—	

Resetting the default time

Step	Action
1	From the main menu, open the Time menu.
2	Form the Time menu, select and open Reset . <i>A confirmation screen appears.</i>
3	Confirm the action.
—End—	

Using the User Menu

Viewing your user name

Step	Action
1	From the main menu, open the User menu.
2	From the User menu, select and open Username .
—End—	

Viewing your login type

The terminal can operate in one of two login types:

- Unique—the ability to join a session with an m6350 Softclient is not enabled.
- Joint—the ability to operate in a joint session with an m6350 Softclient is enabled.

Step	Action
1	From the main menu, open the User menu.
2	From the User menu, select and open Login Type . <i>The Unique screen appears. If Unique is enabled, Ok appears above the far left soft key.</i>
3	Press the down navigation key to view the Joint screen. <i>If Joint is enabled, Ok appears above the far left soft key.</i>
—End—	

Viewing, disabling, or enabling the auto login feature

Any maintenance activity, for example a firmware upgrade, forces a log off from the network. If you enable auto login, you are automatically logged on after the phone is available again.

Prerequisites

You must have permission to edit the auto login feature. If you have permission, a check mark appears next to Enabled when the screen appears.

Step	Action
1	From the main menu, open the User menu.
2	From the User menu, select and open Auto Login . <i>The Auto Login screen appears displaying your Auto Login profile.</i>
3	If you have permission to edit this feature, press Ok . <i>The Enabled screen appears. A check mark appears if the feature is enabled.</i>
4	Perform one of these actions: <ul style="list-style-type: none">• To enable Auto Login, select Enable. (recommended)• To disable Auto Login, select Disable.
5	Press Ok .
—End—	

Changing your password

If you are unfamiliar with how to use the dialpad to enter text, see ["Using the dialpad to enter text"](#) before you perform this procedure.

Step	Action
1	From the main menu, open the User menu.
2	Select and open Password . <i>The system prompts you to enter your old password.</i>
3	Use the dialpad to enter the old password.
4	After you enter the old password, use the dialpad to enter the new password in the same screen.
5	Press Ok . <i>Use the new password the next time you log on.</i>
—End—	

Testing the Local Mode

The Diagnostics menu is mainly used by an administrator for registering the terminal with a Survivable Remote Gateway.

Follow this procedure to test the local mode.

Step	Action
1	From the main menu, open the Diagnostics menu.
2	From the Diagnostics menu, select and open Test Local Mode . <i>A confirmation screen appears.</i>
3	Press Ok .
4	Press Yes . <i>The terminal transitions to its secondary IP address and temporarily disconnects from the IP Client Manager.</i>
—End—	

Performing a Firmware Upgrade

If a firmware upgrade for the IP Phone is available, the system prompts you to upgrade when you log on. If the firmware level is between the minimum and maximum level set by the administrator, Yes and No options appear on the soft keys. If the terminal is below the minimum level, the only option is yes. You cannot log on until you perform the upgrade.

While an upgrade is in progress, the terminal reboots and becomes temporarily unavailable.

Follow this procedure to upgrade the IP Phone firmware.

Step	Action
1	From the main menu, select and open Upgrade . <i>The Upgrade confirmation screen appears.</i>
2	Confirm the action. <i>A second confirmation screen appears.</i>
3	Press Yes . <i>The firmware is downloaded.</i>
—End—	

Using the Directory

Adding or editing a directory entry

Follow this procedure to add or edit a directory entry. See ["IP Phone 1140 components"](#) for the location of the directory key.

If you are unfamiliar with how to use the dialpad to enter text, see ["Using the dialpad to enter text"](#) before you begin this procedure.

Step	Action
1	Press the directory key to access the directory.
2	Perform one of these actions: <ul style="list-style-type: none">• Select and open New Entry. Press Ok.• If you are editing an existing entry, navigate through the list to select the entry, then press Ok.
3	From the New Entry menu, select and open Edit Number .
4	Enter the number and press Ok .

The number is entered in the directory, and you return to the New Entry menu.

- 5 To add or edit the surname, perform these steps:
- From the New Entry menu, select and open **Surname**.
 - Use the dialpad to enter the surname.
 - Press **Ok**.

The surname is entered in the directory, and you return to the New Entry menu.

- 6 To add or edit the first name, perform these steps:
- From the New Entry menu, select and open **First Name**.
 - Use the dialpad to enter the first name.
 - Press **Ok**.

The first name is entered in the directory, and you return to the New Entry menu.

- 7 When you finish entering or editing the information, select **Save**.
You are asked to confirm the action.

- 8 Perform one of these actions:

- To save, press **Yes**.
- To edit the information, press **No**.

The Resume Editing? message appears. Press **Yes** to edit the information. Press **No** to exit the directory without saving the information.

—End—

Deleting an entry from the directory

Follow this procedure to delete an entry from the directory. See ["IP Phone 1140 components"](#) for the location of the directory key.

Step	Action
------	--------

- | | |
|---|--|
| 1 | Press the directory key to access the directory.
<i>The directory opens.</i> |
| 2 | From the directory list, select the entry you want to delete. |

- 3 Press **Ok**.
- 4 Press the down navigation key until the **Delete** option appears.
- 5 Press **Ok**.
A confirmation screen appears.
- 6 Press **Ok** and then press **Yes** to confirm the action.

—End—

Making a call using the directory

Follow this procedure to make a call from within the directory. See "[IP Phone 1140 components](#)" for the location of the directory key.

Step	Action
------	--------

- | | |
|---|---|
| 1 | Press the directory key to access the directory. |
| 2 | Select the name or number that you want to call. |
| 3 | Press Ok .
<i>The Dial screen appears.</i> |
| 4 | Press Ok .
<i>The number is dialed.</i> |

—End—

Using the Inbox

The IP Phone 1140 has a dedicated fixed key for the Inbox, allowing you to view the incoming number, name, time and date, as well as the display shown on the IP Phone at the time of the incoming call. Call information is captured only if the call lasts longer than two seconds.

The Inbox can store a maximum of 10 calls. When the maximum is reached, the oldest call is dropped. Calls appear in the list in the order in which they were received, with the most recent call at the top of the list. Use the up and down navigation keys to scroll through the list.

A time stamp appears beside calls you receive on the same day on which you view the Inbox; date stamp for calls that arrive prior to the day of viewing. If no name or number was available for a call, a No Details message appears.

Accessing the inbox

Step	Action
1	Press the Inbox key.
2	Select an item from the list, and press Ok .
3	Perform one of these actions: <ul style="list-style-type: none">• Select Dial to call the number.• Select Display to view call information.• Select Store to store the number in the directory.
—End—	

Resetting the inbox

Step	Action
1	From the main menu, select and open History .
2	From the History menu, select Reset Inbox . <i>A confirmation screen appears.</i>
3	Press Yes .
—End—	

Using the Outbox

The IP Phone 1140 has a dedicated fixed key for the Outbox, allowing you to view information about outgoing calls. The system logs the outgoing number, time and date, as well as the display information if the call lasts longer than two seconds.

The Outbox can store a maximum of 10 calls. When the maximum is reached, the oldest call is dropped. Calls appear in the list in the order in which they were made, with the most recent call at the top of the list.

The Outbox call display consists of a time or date stamp and a name or number. A time stamp appears beside calls you make on the same day on which you view the Outbox. A date stamp appears beside calls that were made prior to the day of viewing. If no name or number was extracted from the display of the outgoing call, the number dialed appears.

Accessing the outbox

Step	Action
1	Press the Outbox key.
2	Select an item from the list, and press Ok .
3	Perform one of these actions: <ul style="list-style-type: none">• Select Dial to call the number.• Select Display to view call information.• Select Store to store the number in the directory.
—End—	

Resetting the outbox

Step	Action
1	From the main menu, select and open History .
2	From the History menu, select Reset Outbox . <i>A confirmation screen appears.</i>
3	Press Yes . <i>The calls in the Outbox are deleted. You return to the previous menu.</i>
—End—	

Using the Dialpad to Enter Text

Step Action

- 1 To enter text, find the number key associated with the letter you want to enter, and perform one of these actions:
 - To enter the first letter, press the key once.
 - To enter the second letter, press the key twice.
 - To enter the third letter, press the key three times.

The letter appears on the display.

Diagram for Special Characters

Key 1	Nothing
Key 2	A A A A A A A B C Ç a a a a a a a æ b c ç 2
Key 3	D E E E E E F d e e e e e f 3
Key 4	G H I I I I g h i i i i i 4
Key 5	J K L j k l 5
Key 6	M N Ñ O O O O O Ö Ø m n ñ o o o o o ö 6
Key 7	P Q R S p q r s 7
Key 8	T U U U U U V t u u u u u v 8
Key 9	W X Y Y Þ ß Z w x y þ ÿ z 9
Key #	! " # \$ % & ' { } 0 1 2 3 4 5 6



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COMMUNICATIONS™